Appendix C
Return the Router or Its Components

This chapter discusses the following topics related to returning parts for repair or replacement:

Return Procedure on page 177

Locate Component Serial Numbers on page 178

Pack the Router for Shipment on page 180

Pack Components for Shipment on page 180

Return Procedure

For product problems or technical support issues, contact the Juniper Technical Assistance Center (JTAC) at support@juniper.net, or at 1-888-314-JTAC (within the United States) or 408-745-2121 (from outside the United States).

When you need to return a component, follow this procedure:

1. You must obtain a Return Materials Authorization Number (RMA) before returning a product for repair or replacement. When requesting an RMA, please provide the following information:

    Model number and serial number of unit

    Requester name and telephone and fax numbers

    Ship-to address, including contact name and phone number

    Description of the failure

    When your RMA request is validated, an RMA is issued for the return of the inoperative unit.

2. Locate the serial number of the component you are replacing. See "Locate Component Serial Numbers" on page 178 for more information.

3. Pack the router or router components for shipment using the procedure as described in "Pack the Router for Shipment" on page 180 or "Pack Components for Shipment" on page 180.

Locate Component Serial Numbers

Before returning a router component to Juniper Networks, you must find the serial number to include on the RMA.

To list all the chassis components and their serial numbers, enter the following command-line interface (CLI) command:

user@host> **show chassis hardware**

You can also find the serial numbers on the components. The following sections describe the physical location of the serial number on each component of the router.

Serial Number Tags

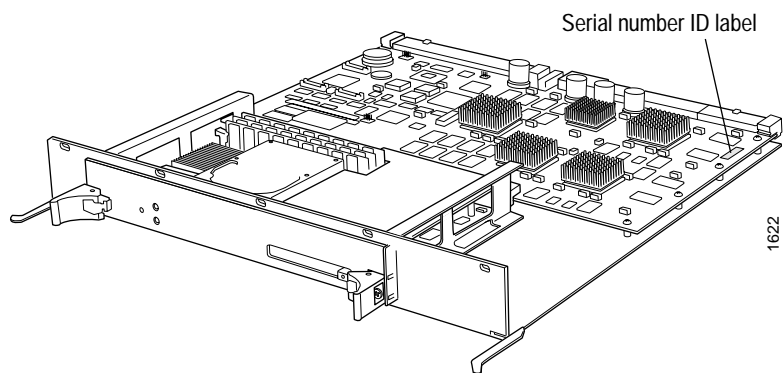On most components, the serial number appears as a small rectangular tag attached to the component (see Figure 62).

Figure 62: Serial Number Tags

FEB Serial Number Tag

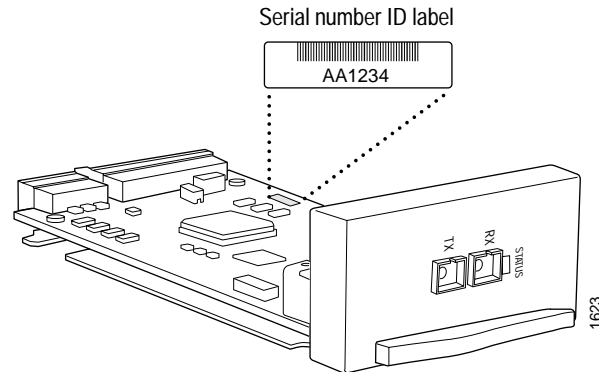The serial number tag is located near the back on the right side of the FEB.

Figure 63: Serial Number Tag on FEB

PIC Serial Number Tag

The serial number tag is located on the right side of the top of the PIC, when the PIC is horizontally oriented (as it would be installed in the router).
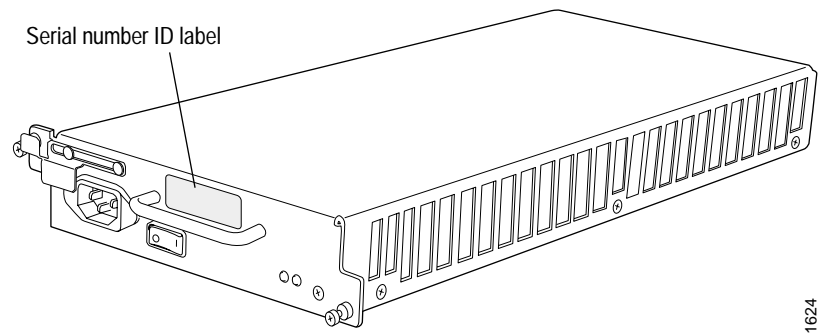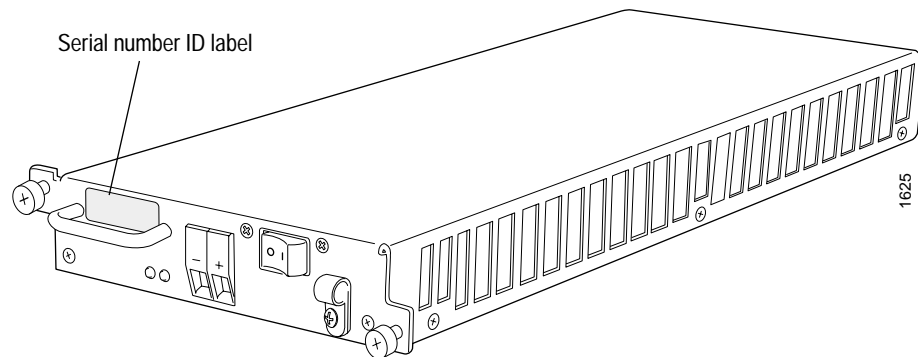
Figure 64: Serial Number Tag on PIC

Power Supply Serial Number Tag

The serial number tag is located on the power supply faceplate.

Figure 65: Serial Number Tag on AC Power Supply Faceplate

Figure 66: Serial Number Tag on DC Power Supply Faceplate

Serial number ID label

1625

Pack the Router for Shipment

To pack the router for shipment follow this procedure:

1. Retrieve the shipping box and packing materials that contained your router when it was shipped.

2. Power down the router as described in "Power Down the Router" on page 118 and remove the power supplies.

3. Remove the cables to all external devices.

4. Remove the chassis from the rack.

5. Place the chassis in the shipping box.

6. Replace the packing foam on top of the chassis.

7. Replace the accessory box on top of the packing foam.

8. Securely tape the box closed.

Pack Components for Shipment

To pack and ship individual router components, follow these guidelines:

When you return components, make sure they are adequately protected with packing materials and packed so that the pieces are prevented from moving around inside the carton. Use the original shipping materials if they are available.

Place individual boards in electrostatic bags.

> ⚠️ **Caution**
>
> Do not stack any of the Packet Forwarding Engine components.